

Paper reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

Information Technology
UNIT 14: IT Service Delivery
(Part B)

Supervised hours: 8 hours

Information Booklet

X67962A

SET TASK BRIEF

Painless Smiles is a dental practice in Burford, which is a small countryside town in Oxfordshire. It employs 15 members of staff in a two – storey building.

The dental practice is open Monday to Friday from 8.00 a.m. until 5.00 p.m.

Staff use systems to manage patient appointments, treatments and payments, as well as maintaining stock levels to ensure there are always sufficient levels of dental products in stock.

The dental practice currently has a computer system in place with each member of staff using dedicated PCs. It wants to install a networked system that will efficiently store and manage the information and data requirements for the dental practice. The system must incorporate state – of – the – art dental equipment.

The dental practice will utilise the expertise of an outside IT support company to recommend, manage and maintain the setup of the system.

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SET TASK BRIEF continued**TABLE**

PAINLESS SMILES	
LOCATION	Burford, Oxfordshire
Number of on-site staff – 15	Practice Manager (1), Dental Practitioners (5), Dental Nurses (6), Dental Hygienist (1), Receptionists (2)

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SET TASK BRIEF continued

Staff information	<p>PRACTICE MANAGER</p> <ul style="list-style-type: none">• Oversees the running of the dental practice• Maintains a safe environment for staff and patients• Chairs staff meetings• Hires staff and manages payroll• Ensures secure storage of data. <p>DENTAL PRACTITIONERS</p> <ul style="list-style-type: none">• Perform check-ups and treatment plans for patients• Perform medical procedures• Undertake x – rays.
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SET TASK BRIEF continued

<p>Staff information continued</p>	<p>DENTAL NURSES</p> <ul style="list-style-type: none">● Assist the Dental Practitioners● Sterilise dental equipment● Prepare treatments● Update patient records. <p>DENTAL HYGIENIST</p> <ul style="list-style-type: none">● Educates patients on healthy teeth and gums● Polishes and descales teeth● Update patient records. <p>RECEPTIONISTS</p> <ul style="list-style-type: none">● Check – in patients● Book appointments● Contact patients for follow up appointments● Take payments.
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SET TASK BRIEF continued

The premises include:

GROUND FLOOR

RECEPTION AREA

- Receptionists – 2 dedicated computers

DENTAL HYGIENE TREATMENT ROOM

- Hygienist – 1 dedicated computer

FIRST FLOOR

PRACTICE MANAGER'S OFFICE

- Practice Manager – 1 dedicated computer

DENTAL TREATMENT ROOMS (5)

- Dental Practitioners and Nurses – 1 dedicated computer in each treatment room

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SET TASK BRIEF continued

In the future Painless Smiles is looking to improve systems by providing:

- wall mounted monitors in each treatment room**
 - surveillance cameras to be strategically placed, e.g. front door, reception, waiting room and hallways**
 - technology to generate 3D cast images.**
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